

# **SLI Learning Search Connect**

For Magento 1

User Guide v3.0.8

**The Learning Search Connect module integrates with SLI Systems' Search and provides an outstanding level of search customizability.**

## Contents

<b>1. Overview .....</b>	<b>3</b>
1.1 Compatibility.....	3
1.1.1 Compatibility issues with other extensions and themes.....	3
1.1.2 Compatibility issues with the Operating System and Middleware .....	3
<b>2. Installation.....</b>	<b>3</b>
Option 1: Install from Magento Connect .....	3
Option 2: Manual Deployment (Advanced).....	4
<b>3. Setup – Configuring Learning Search Connect.....</b>	<b>5</b>
3.1 General .....	5
3.1.1 SLI Search From .....	5
3.1.2 Feed Generation.....	5
3.1.3 Price Feed .....	5
3.1.4 Log Level.....	6
3.2 Feed Settings .....	6
3.2.1 Backup Feed .....	6
3.2.2 Batch Count.....	6
3.2.3 Next Automatic Feed Generation.....	6
3.2.4 Include Out of Stock Items.....	6
3.2.5 Generate Feed Button.....	6
3.3 FTP/SFTP Settings.....	7
3.3.1 Use SFTP .....	7
3.3.2 Enabled .....	7
3.3.3 FTP/SFTP User .....	7
3.3.4 FTP/SFTP Password .....	7
3.3.5 FTP/SFTP Host .....	7
3.3.6 FTP/SFTP Upload Path .....	7
3.4 Search Form Code .....	7
3.4.1 Use Custom Search Form Code.....	7
3.4.2 Custom Form Code.....	7
3.5 JavaScript.....	8
3.5.1 Search Domain .....	8
3.6 Cron Settings.....	8

- 3.6.1 Cron Email ..... 8
- 3.6.2 Frequency ..... 8
- 3.6.3 Start Time ..... 8
- 3.6.4 Disabled ..... 8
- 3.7 Product Attributes..... 9
  - 3.7.1 Attributes to Include ..... 9
  - 3.7.2 Add Attributes to include ..... 9
  - 3.7.3 Product Attribute information ..... 10
  - 3.7.4 Supported Parent Child relationships..... 10
  - 3.7.5 Category information and disabled categories..... 11
- 3.8 Version Information ..... 12
- 3.9 SLI Template ..... 12
- 4. Feed Generation / Operational Considerations..... 12**
  - 4.1 Manual Feed Generation..... 13
  - 4.2 Scheduled Feed Generation ..... 13
  - 4.3 Command Line Feed Generation ..... 13
    - CLI Usage Documentation: ..... 13
  - 4.4 Which Products are part of the feed ..... 13
  - 4.5 Trimming of log files..... 13
  - 4.6 Ongoing monitoring of feed generation..... 13
  - 4.7 Adding Related Products, Cross-sell, Up-sell ..... 14
- 5. Shopping cart integration ..... 14**
- 6. Disabling the extension ..... 14**
- 7. Uninstalling the extension..... 14**
  - Option 1: Using Magento Connect Manager..... 14
  - Option 2: Manual Uninstallation (Advanced)..... 15
- 8. Troubleshooting section ..... 15**

## 1. Overview

Learning Search Connect for Magento 1 provides an easy integration path with SLI Systems services for E-Commerce stores using the Magento (version 1.x) platform. This extension makes it easy to export and send a data feed to SLI Systems that can be used for building site search and other services. It can also be used for switching the search functionality of your Magento 2 installation to SLI systems Learning Search. This user guide explains the functionality and user interface of the extension and how it can be added to a Magento environment and used to integrate with SLI Systems.

### 1.1 Compatibility

The Learning Search Connect module is compatible with all versions of Magento Community Edition 1.8+ and Magento Enterprise Edition 1.12+. If you are looking to integrate with Magento version 2, please download [‘SLI Learning Search Connect for Magento 2’ from Magento Marketplace](#).

#### 1.1.1 Compatibility issues with other extensions and themes

Learning Search Connect’s ‘Search Form’ when enabled replaces the default catalog search that is built into Magento. The catalog search functionality then uses SLI’s Learning Search by default, platform wide.

Should there be compatibility issues with other extensions or themes using catalog search, then there are ways for these extensions to be using their own catalog search or the Magento built in one, instead of SLI’s Learning Search.

It is the website owner’s responsibility to choose the extensions and themes that are placed onto their ecommerce platform. SLI can provide recommendations on how to address such incompatibilities however these are mere recommendations and there is no guarantee that these recommendations will address all combinations and permutations introduced by extension incompatibilities.

Please contact your Customer Success Manager in case you are affected by compatibility issues and are in need of these recommendations.

#### 1.1.2 Compatibility issues with the Operating System and Middleware

For Learning Search Connect to function properly it needs to be installed on a system that is capable of running the Magento eCommerce platform without any problems. A quick and easy way to find out if your system meets Magento’s system requirements is to perform a compatibility check.

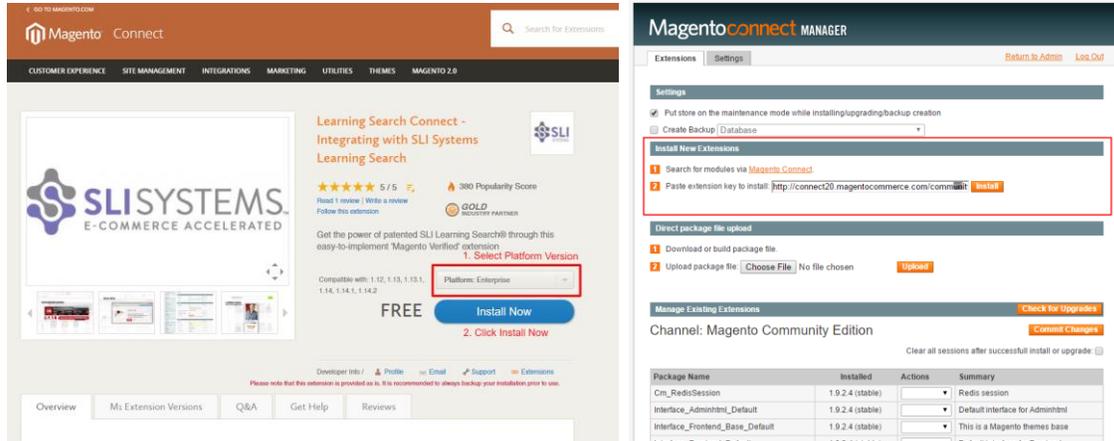
Please visit the following Magento Knowledge Base article for further information:

<http://www.magentocommerce.com/knowledge-base/entry/how-do-i-know-if-my-server-is-compatible-with-magento>

## 2. Installation

The extension can be installed directly from Magento Connect or using a manual deployment process (advanced).

### Option 1: Install from Magento Connect



The image shows two screenshots. The left screenshot is the Magento Connect extension listing page for 'Learning Search Connect - Integrating with SLI Systems Learning Search'. It features a search bar, navigation tabs (CUSTOMER EXPERIENCE, SITE MANAGEMENT, INTEGRATIONS, MARKETING, UTILITIES, THEMES, MAGENTO 2.0), a product card with a 5/5 star rating, 380 popularity score, and a 'FREE' price tag. A red box highlights the 'Platform: Enterprise' dropdown menu. The right screenshot is the 'Magentoconnect MANAGER' interface, showing the 'Install New Extensions' section with a red box around the 'Paste extension key to install' field and the 'Install' button. Below it, the 'Direct package file upload' section is visible, and at the bottom, a table lists installed extensions like 'Cm\_RedisSession' and 'Interface\_Adminhtml\_Default'.

1. Go to the extension listing page on Magento Connect: <https://www.magentocommerce.com/magento-connect/learning-search-connect-integrating-with-sli-systems-learning-search.html>
2. Select your Magento Platform Version and click 'Install Now' (Magento Connect might ask you to login to your account)
3. Click on 'Get Extension Key' and copy the generated key
4. Now, from your Magento Platform's Admin UI, go to System>Magento Connect > Magento Connect Manager  
**Note:** SLI Systems recommends installing the extension on a staging environment before moving to production
5. Paste the extension key in the 'Install New Extensions' section and click Install.
6. Once installed, you might be required to re-login to your Magento Admin UI before you can see the extension's configuration menu.

## Option 2: Manual Deployment (Advanced)

1. Untar/Unzip the module into the Magento root directory. One method of doing so is to execute the following command from the Magento root directory:
 

```
tar zxvf SLI_LSC_M1-3.0.6.tgz
```
2. Clear the Magento cache via the Magento Admin UI located at System -> Cache Management. Click on the following buttons:
  - a. Flush Magento Cache
  - b. Flush Cache Storage
 In case after the Cache Storage is flushed some cache types are still shown as stale, please mark all page types and refresh them all.
3. Log out of the Magento admin and log back into the Magento admin
4. Configure module to desired settings following the Setup section

## Deployment and source control

In environments where updates are not directly installed on target systems but deployed via source control, the installation approach is different.

All files contained within the module's archive need to be extracted and then submitted into the source control repository.

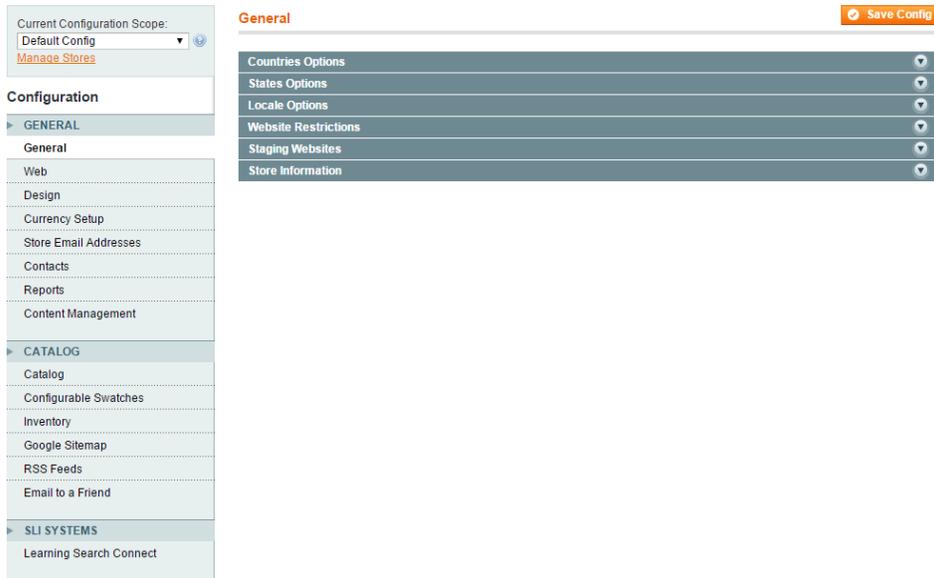
Please keep in mind that the module archive has been created using Unix tar and gzip tools. In case extraction of the module files is done on environments other than Unix/Linux the extraction tools used need to be capable of working with tar/gzip archives.

An example of such a tool for the Windows platform is the free tool 7-Zip.

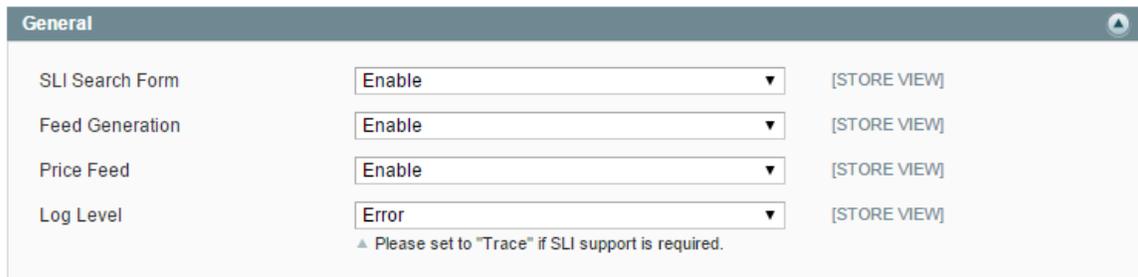
### 3. Setup – Configuring Learning Search Connect

All configurations are under System -> Configuration -> SLI SYSTEMS -> Learning Search Connect in the Magento Admin Web UI. This can be found on the left hand side of the screen (see below).

SLI Learning Search Connect comes with default settings appropriate for most stores. This includes all sections other than the Product Attribute section. It is expected that the product attributes selected here will vary across all installations.



#### 3.1 General



##### 3.1.1 SLI Search From

This setting enables the search form code on your site and can be applied to each store or website in scope. Turning off the module for a specific store or website prevents all functionality of the module for that store or website.

##### 3.1.2 Feed Generation

This setting enables feed generation and can be applied to each store or website in scope. Turning off the module for a specific store or website prevents all functionality of the module for that store or website.

##### 3.1.3 Price Feed

Learning Search Connect can optionally produce a separate price feed. This feed is required if you are working with advanced price finding mechanisms like Catalog Price Rules. Per default the creation of the price feed is turned off. Should backup or sending of feeds via FTP be turned on then the price feed will be backed up or sent via FTP respectively. If in doubt whether or not you need to provide a separate price feed please contact your Customer Success Manager.

### 3.1.4 Log Level

This is set to “Error” per default and should be left that way. This way only errors are logged resulting in the least impact on performance and storage required for log files. Should there be issues with the feed creation this setting can be changed to “Debug” or “Trace”. Changing this setting should only be done in consultation with SLI.

## 3.2 Feed Settings

Feed Settings		
Backup Feed?	<input type="text" value="Yes"/>	[GLOBAL]
Batch Count	<input type="text" value="1000"/>	[GLOBAL]
	▲ Please only change the pre-populated value in consultation with SLI. The lower the number, the slower the feed generation.	
Next Automatic Feed Generation	Sep 14, 2015 2:17:00 AM	[GLOBAL]
Include Out of Stock Items	<input type="text" value="Yes"/>	[STORE VIEW]
Email Results	<input type="text" value="All Failures and Successes"/>	[GLOBAL]
Email Address	<input type="text"/>	[GLOBAL]
Generate Feed	<input type="button" value="Generate Feed"/>	[GLOBAL]
	▲ Manually generates feed. If FTP is enabled, also sends the feed.	

All feed settings are only available at the global level.

### 3.2.1 Backup Feed

If set to yes, then the feed upon being generated will be archived. Only the last two generations of feeds are archived to save space. Those archives can be found in the var/sli/backups directory in the bak and bak.bak sub-directories. If they do not exist, the module will create them. The bak directory is the most recent backup and the bak.bak directory is the second most recent backup.

### 3.2.2 Batch Count

This setting determines the product count per batch. Products are extracted in batches and written to the feed file (or feed files if multiple stores exist). The smaller the number of products in each batch, the higher the number of batches that need to be produced. More batches results in a larger overhead and therefore a longer period of time until the feed is produced. However creating more and smaller batches reduces the amount of memory required for feed creation and might be the only way forward on environments with limited amount of memory available. Changing this setting should only be done in consultation with SLI.

### 3.2.3 Next Automatic Feed Generation

This text displays the next scheduled time for the feed to be generated.

### 3.2.4 Include Out of Stock Items

Items can be marked as being Out of Stock. This is done in the “Inventory” tab within Product Management by setting the “Stock Availability” dropdown control to “Out of Stock”. If Out of Stock items are not used within SLI provided functionality such as Learning Search or Learning Navigation then “Include Out of Stock Items” can be set to “No”. Note: Including Out of Stock Items in the feed will slow down feed generation. Only consider including these in the feed if you want them to appear in SLI search results.

### 3.2.5 Generate Feed Button

This button manually generates the SLI feeds for all stores. A status update will be displayed below the button upon running as output of the generation. As of the time of this writing, there is no individual feed generation button on a store by store basis as this setting is only available in the global scope.

### 3.3 FTP/SFTP Settings

FTP/SFTP Settings		
Enabled	<input type="text" value="Yes"/>	[STORE VIEW]
Use SFTP	<input type="text" value="Yes"/>	[STORE VIEW]
FTP/SFTP User	<input type="text" value="Provided by SLI"/>	[STORE VIEW]
FTP/SFTP Password	<input type="text" value="Provided by SLI"/>	[STORE VIEW]
FTP/SFTP Host	<input type="text" value="Provided by SLI"/>	[STORE VIEW]
FTP/SFTP Upload Path	<input type="text" value="Provided by SLI"/>	[STORE VIEW]

All FTP/SFTP settings are provided by SLI. To receive FTP/SFTP settings for the feed generation, please contact SLI.

The Magento FTP/SFTP client will by default attempt a passive FTP/SFTP connection. This can be changed to active mode should there be the need to. In this case let SLI know at integration time.

#### 3.3.1 Use SFTP

If Use SFTP is set to Yes, secure FTP will be used. If set to No, standard FTP will be used for the file transfer.

#### 3.3.2 Enabled

If the Enabled is set to no, then the feed will not be sent anywhere upon generation. Set to yes, then the feed will go to the specified ftp/sftp upload path using the host and credentials specified below.

#### 3.3.3 FTP/SFTP User

User to authenticate to the FTP/SFTP Host

#### 3.3.4 FTP/SFTP Password

Password to authenticate the FTP/SFTP User to the FTP/SFTP Host

#### 3.3.5 FTP/SFTP Host

Target Host for the FTP/SFTP upload

#### 3.3.6 FTP/SFTP Upload Path

Relative or absolute FTP/SFTP upload path for placement of the feed on the FTP/SFTP server. Should you choose to install Learning Search Connect on multiple environments it is recommended that you choose a different FTP/SFTP Upload Path for each of the environments.

### 3.4 Search Form Code

#### 3.4.1 Use Custom Search Form Code

Toggle using default form code or custom form code provided by SLI.

#### 3.4.2 Custom Form Code

Custom form code that is provided by SLI when required.

### 3.5 JavaScript

All JavaScript settings are provided by SLI. To receive JavaScript settings please contact SLI.

#### 3.5.1 Search Domain

Overwrites the search form target URL with an SLI provided link to the SLI hosted Learning Search functionality. Invoking a search from this URL will cause the search results page to be returned.

### 3.6 Cron Settings

Cron Settings		
Cron Email	<input type="text"/>	[GLOBAL]
	▲ When cron runs, email to send notification to.	
Frequency	Daily ▼	[GLOBAL]
	▲ Hourly times from 12:00AM	
Start Time	02 ▼ : 17 ▼ : 00 ▼	[GLOBAL]
	▲ Only used when set to Daily or Weekly (Seconds do not apply to any cron configuration)	
Disabled	No ▼	[GLOBAL]

All Cron settings are only available at the global level.

Cron jobs should only be configured when catalog and price indexes are automatically maintained. For implementations where the indexes are manually maintained the feeds should be created using the command line interface option (described below). For such implementations feed creation should be triggered right after re-indexing has completed. Please approach SLI customer support for instructions on how to disable the SLI feed generation Cron job.

#### 3.6.1 Cron Email

Email address for status updates. The status update will inform the recipient about the status of the feed generation.

#### 3.6.2 Frequency

How often the feed generation will run. Possible values are 1, 3, 6, 12 hourly and daily. The default setting is daily.

#### 3.6.3 Start Time

At what time of day the feed will run. The three dropdowns displayed here correspond directly and respectively to Hour, Minute, Second of the day. The time is in military time with 0 to 24 being the possible times for hour. The default setting is 2 for hour, 0 for minute, and 0 for second which is 2 in the morning. The time here is locale specific and takes into account the Magento locale setting. These start times do not apply when using one of the hourly times as they start from 12AM.

#### 3.6.4 Disabled

This control allows disabling of the (Magento) cron job that would otherwise trigger feed generation on a regular basis. This is advised for implementations where indexes are refreshed via (Unix) cron jobs. In such a scenario feed generation would have to be triggered right after all indexes are refreshed.

### 3.7 Product Attributes

**Product Attributes**

Attributes to include

Attribute	Remove
product_id	
sku	
image	
description	
short_description	
inventory_qty	
reviews_count	
review_rating_summary	
parent_ids	
min_price	
max_price	
special_from_date	
special_to_date	
special_price	
manufacturer	
price	
visibility	
weight_type	
url_key	
related_products	
allow_open_amount	
related_products	

+ Add Attributes To Include

[STORE VIEW]

Product attributes settings by default apply to all stores on the implementation. However this can be changed so that each store on the implementation can have its individual Product Attribute selection.

#### 3.7.1 Attributes to Include

This section displays a mini grid of attributes that will be included in the SLI product feed.

#### 3.7.2 Add Attributes to include

The Add Attribute button will add a new line in the grid where another attribute can be selected. Duplicates are allowed but will not be processed. The X next to each grid line removes the attribute. A default list of attributes is provided with enough detail for most Magento stores.

Attributes are shown in alphabetical order in the dropdown by their Code and not their Label. So in case an attribute cannot be found at first sight checking the Attribute Code to Label relationship under Catalog -> Attributes -> Manage Attributes might help.

The product's name, URL and its category memberships are typically required and therefore included separately. This means those attributes cannot be removed from the feed. In case an item is a parent product, then the list of its children is included separately as well.

### 3.7.3 Product Attribute information

The "Add Attributes" control allows addition of standard and custom core product attributes.

In addition the attributes from the following attribute categories can be added

- Parent Information
- Min and max price for the child products
  - Parent and Children Ids
  - Inventory Information
- Review information
  - review\_rating\_summary contains the average rating in %
  - review\_reviews\_count contains the total number of reviews the product received
- Linked Products
  - Shows linked to products such as:  
Related products, Cross Sells, Up-Sells, Group Product

### 3.7.4 Supported Parent Child relationships

Parent child relationships (children sometimes referred to as sub-products or sub-documents) might be represented in a number of ways within the Magento platform.

SLI's Learning Search Connect natively supports parent child relationships when they are represented via the "Associated Products" functionality.

The children are "Simple Products" that are related to the Parent (which is a "Configurable Product") via a specially configured product attribute (called "super product attribute") that links the two.

In the example screenshot the children are linked to the parent via the attribute "Color and Size2".

Choose Store View:  
Default Values

**Product Information**

- General
- Prices
- Meta Information
- Descriptions
- Images
- Cell Phone Attributes
- Design
- Gift Options
- Inventory
- Websites
- Categories
- Related Products
- Up-sells
- Cross-sells
- Product Reviews
- Product Tags
- Customers Tagged Product
- Custom Options
- Associated Products**

**Primal Wear Men's The Longest Short Sleeve Cycling Jersey - LON1J10M (Cell Phones)** Back Reset

---

Create Simple Associated Product

---

**Quick simple product creation**

Name \*  [STORE VIEW]  
 Autogenerate

SKU \*  [GLOBAL]  
 Autogenerate

Weight \*  [GLOBAL]

Status \*  [WEBSITE]

Visibility \*  [STORE VIEW]

Color and Size2 \*

Qty \*

Stock Availability

**Quick Create**

---

**Super product attributes configuration**

Price values for options should be specified in system base currency.  
Attribute names can be specified per store.

Color and Size2	Attribute Name:	Color and Size2	<input checked="" type="checkbox"/> Use default (Color and Size2)
Option: Grey, M	Price:	<input type="text" value="1"/>	<input type="text" value="Fixed"/>
Option: Grey, S	Price:	<input type="text" value="3"/>	<input type="text" value="Fixed"/>
Option: Grey, XL	Price:	<input type="text" value="2"/>	<input type="text" value="Fixed"/>

Page 1 of 1 pages | View 20 per page | Total 3 records found

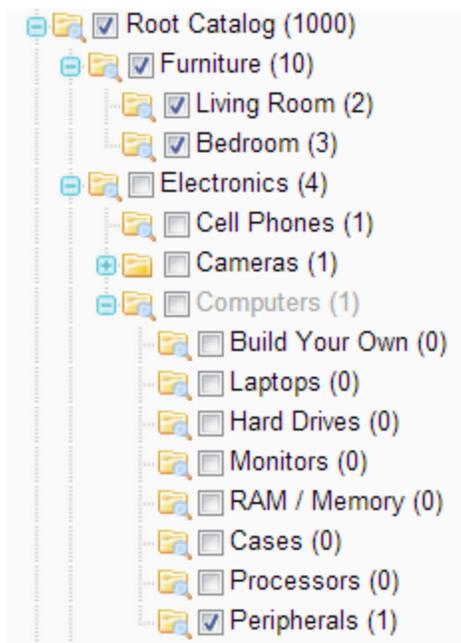
<input checked="" type="checkbox"/>	ID	Name	Attrib. Set Name	SKU	Price
<input type="checkbox"/>					From: To:
<input checked="" type="checkbox"/>	90826	Primal Wear Men's The Longest Short Sleeve Cycling Jersey - LON1J10M (Grey - S)	Cell Phones	LON1J10M_Gr_S	
<input checked="" type="checkbox"/>	90827	Primal Wear Men's The Longest Short Sleeve Cycling Jersey - LON1J10M (Grey - M)	Cell Phones	LON1J10M_Gr_M	
<input checked="" type="checkbox"/>	90828	Primal Wear Men's The Longest Short Sleeve Cycling Jersey - LON1J10M (Grey - XL)	Cell Phones	LON1J10M_Gr_XL	

The parents' min and max price are computed using the prices associated with the super product attribute values used to link the parent with its children. In the screenshot the prices vary between 1 and 3 (the unit being the system base currency). Therefore, min\_price would be 1 and max\_price would be 3.

Should the parent have a price as well then this is used as a base price. If in the example the parent had a price of 10, the min\_price would be 11 and the max\_price would be 13. Other parent child relationships might be supported as well however these need to be looked at by SLI at integration time.

### 3.7.5 Category information and disabled categories

Magento supports a multi-hierarchical category structure. Please take a look at the sample screenshot below and in particular at the Electronics category and its sub-categories.



You can see that:

- Within the category/subcategory hierarchy a category can be disabled but some of its sub- categories are enabled. In the screenshot the sub-category Computers is disabled but all its sub-categories are enabled.
- A product can be associated to a sub-category but not to any of the parent categories. In the screenshot the product is associated with Peripherals but not with Computers and neither with Electronics.

On feed creation we assume that:

- If a category is disabled none of its sub-categories is enabled – otherwise we would have to use the disabled category but hide its name in the category search refinements.
- If a category is associated with a product, the assumption is that all its parent-categories are extracted in the feed as well. Irrespective of the parent-category explicitly associated with the product or not.
- The combination of the two points above means that for the example shown in the screenshot, we would add an association to the Electronics category to the feed.

### 3.8 Version Information

This section provides information about the version of Learning Search Connect

### 3.9 SLI Template

In order for SLI to build a search results page resembling as closely as possible the styling of the eCommerce website we need to gain access to template page that we use as a blue print for the SLI hosted content. This template is called the dynamic template as we use a URL to a client hosted page for this. Should the resource identified by the URL change then we automatically use the changed resource and change the styling of the SLI hosted content accordingly. Hence the name dynamic template.

Once LSC is installed it creates a redirect to the Magento template page and exposes it on a default URL. This URL is constructed in the following way:

`http://{base website URL}/sli/search/template.`

This is where SLI expects the template to be placed by the client.

## 4. Feed Generation / Operational Considerations

Feed generation can occur one of three ways: Manually, Scheduled, or through the CLI. Manual and Scheduled generations create feeds for all stores asynchronously and provide instant feedback. The CLI is asynchronous on feedback when building all the feeds but can be run on an individual feed basis which is in real time. For updates on feeds that are being generated asynchronously, check the logs located at `var/log/sli/`

## 4.1 Manual Feed Generation

The system configuration provides a “Generate Feed” button under the “Feed Settings” section of the SLI Settings. The “Generate Feed” button will start the generation for all stores. If the generation is already in progress then another generation will not be triggered.

## 4.2 Scheduled Feed Generation

The feed generation can be set on a schedule which is settable under the Cron system config section of the system configurations. The frequency and the exact time of day can be set. The default is daily at 2 in the morning. The next time the feed will run is displayed on the Feed section.

## 4.3 Command Line Feed Generation

The feeds can be generated from the command line. The script is located under `{base-dir}/shell/sli/`. The name of the script is `feed.php` and can only be run from inside this directory (you must `cd {base-dir}/shell/sli/`). The script has one command line option which is 'build' and can take 0 or 1 command line parameter. With 0 parameters, all feeds are built. The 1 parameter it takes is `--store` with the store id as its value. With that parameter set, the feed for the store with the specified id will be created.

Feeds generated in this fashion will cause the prior feed to be backed up and sent via ftp assuming the corresponding options are set in the SLI specific configuration. The CLI feed generation adheres to the SLI specific configuration.

### CLI Usage Documentation:

- Usage: `php -f feed.php -- [options]`
- [options] are:
  - `build` Builds Feeds For All Stores
  - `build --store [#]` Builds Feed For Specific Store

## 4.4 Which Products are part of the feed

For a product to be contained within the feed it needs to be active. Visibility is not used to filter out products. If products are to be filtered based on visibility then add the attribute to the feed and let your Customer Support Manager know what the filter criteria is supposed to be.

## 4.5 Trimming of log files

The extension produces separate log files for each store that is defined in the Magento implementations. These log files can grow quite large if they are not trimmed from time to time. We recommend deleting them once a week and setting the log level to “Error” after implementation efforts are completed.

The extension’s log files are created in `{root-dir}/var/log/sli/`

## 4.6 Ongoing monitoring of feed generation

We recommend monitoring of feed generation on an ongoing basis. If for whatever reason feed generation stops then this won’t cause an alert within the catalog processing parts of the SLI infrastructure.

Other than using Monitoring and Alerting solutions this can be done via scheduled shell script execution.

Checks can be performed in a number of ways:

- Check the feed generation log files for error messages (see section above on Trimming of log files for the location of the log files).
- Check the feed folder for older feed generation “.lock” files
- Check the feed folder for complete but outdated feed files

#### 4.7 Adding Related Products, Cross-sell, Up-sell

Adding these attributes to the feed will slow down feed generation. Please contact SLI if you need more information regarding these.

### 5. Shopping cart integration

For implementations where shopping cart information needs to be available on the SLI provided Search Results Page, this information had been exposed by the Shopping Cart API portion of the extension. This exposes a url of {BASE URL}/magento/index.php/default/sli/api/cart/ which returns three pieces of information for our cart integration to be possible:

- Form Key – This is required by Magento 1.13 and above for our pages to have add to cart buttons placed alongside search results.
- NumberOfItems, TotalPrice, TotalDiscount and DeliveryCost – allow us to present the page header information about cart contents (some of these are optionally used by us).
- Items – Itemized list of the cart contents for presentation in the cart dropdown.
- Logged in – If the user is logged in.
- User Name – Name of the user to display in the header.

This API also requires a cookie value to be used for the users session, and will create this cookie for the user session if they don't have one (for users who hit our pages directly, like SEO referrals).

If this does not meet your requirements, you could expose an API which meets extended functionality needs. A discussion about specifications with your Customer Success Manager first is advised. Please approach our technical team at implementation time to discuss your preferred integration option.

### 6. Disabling the extension

The extension can be uninstalled by the System > Configuration > Advanced > Advanced > Disable Modules Output page. This will disable functionality provided, removes the admin UI Learning Search Connect page but will not remove the code from the system. Specifically this stops all block rendering but does not undo any inheritance overrides of other classes.

The file: {mage base}app/etc/modules/SLI\_Search.xml also needs to be changed to <active>>false</active>.

Magento cache clearing may be required, along with all users logging back into the Magento Admin UI for changes to be seen.

### 7. Uninstalling the extension

#### Option 1: Using Magento Connect Manager

slisearch	3.0.6 (stable)	Uninstall ▼	LSC integrates Magento with SLI's SaaS based Learning Search, Learning Navigation and user based SEO products.
-----------	----------------	-------------	--

**Commit Changes**

1. From your Magento Platform's Admin UI, go to System>Magento Connect > Magento Connect Manager
2. Find the listing for 'slisearch' under 'Manage Existing Extensions' table.
3. Select 'Uninstall' from the dropdown, and click 'Commit Changes'

## Option 2: Manual Uninstallation (Advanced)

To manually remove the module from your system you must:

- Complete the disabling the extension
  - See section above
- Remove all code, configuration and other files from the file system.
  - Running the command "tar -zvf SLI\_LSC\_M1-3.0.0.tgz" on all of the tgz files provided for install or upgrades, this states the location these files would be extracted too.
  - The extension also exports artifacts on running generate into:
    - Feeds & backups: {mage\_base}/var/sli
    - Log files: {mage\_base}/var/log/sli
- Remove values from the database
  - Searching your core config\_data\_table for Learning Search Connect configuration and removing them. The following shows how to find them:  
SELECT \* FROM `core\_config\_data` WHERE path like '%sli\_search%';
  - Remove any View tables if any are remaining. These can be found by:  
SHOW TABLES LIKE '%sliview%';
- Remove all customizations provided by SLI, this could include but is not limited to:
  - Manual Unix cron jobs
  - Customizations to the extension resulting in files added now showed by the Unix tag command above.

## 8. Troubleshooting section

### Product feed not arriving on the SLI's FTP servers

This section is for trouble shooting scenarios where configuration has been completed under Configuration -> SLI SYSTEMS -> Learning Search Connect and manual feed generation seems to work.

#### Feeds

First, confirm that feeds are actually created. 1 Feed is generated per store, along with one optional feed for pricing if enabled. The feeds exist under {root-dir}/var/sli/feeds} and that their time stamps correlate with last feed generation.

If the feeds are present and contain a closing `</product>` tag then something has gone wrong with sending them to us during the upload to our FTP server (check the next section of troubleshooting here).

If the feeds are not present or the `</product>` tag is not at the end of the file then feed generation has failed. Please check for any errors in the `{root-dir}/var/logs/sli` files and the main `{root-dir}/var/logs/system.log` and `{root-dir}/var/logs/exception.log` logs. If there don't output anything of significant meaning pass a copy of these to us, which may help speed up troubleshooting.

## FTP and Cron

Check FTP and Cron settings to confirm that these are correct.

Try to manually ftp files from the admin node to the SLI FTP server using hostname and credentials provided by SLI.

Check that the Magento cron functionality is correctly setup. There needs to be an entry in the host's crontab configuration to point to a shell script located in a sub-folder of the Magento installation. You can check this by running: `select * from cron_schedule where job_code like "%sli%";` in your mysql database.

Please refer to the following Magento wiki document for further information on how the Magento specific crontab configuration should be made:

[http://www.magentocommerce.com/wiki/1\\_-\\_installation\\_and\\_configuration/how\\_to\\_setup\\_a\\_cron\\_job#magento\\_and\\_crontab](http://www.magentocommerce.com/wiki/1_-_installation_and_configuration/how_to_setup_a_cron_job#magento_and_crontab)

## The Extensions Admin UI doesn't show in the Magento Admin Web UI after installation

After installation of the extension, its UI should show under System -> Configuration -> SLI SYSTEMS -> Learning Search Connect. If this is not the case, it could be for one of the two reasons:

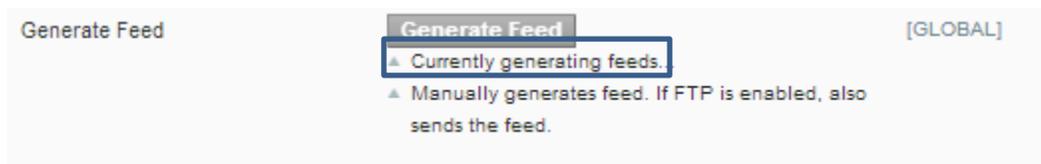
- Incorrectly set permissions for your user (or Role). Admin Users can modify user roles and permissions for LSC using the Magento Admin UI > System > Permissions.
- File and directory permissions might be the cause. Confirm that these are correctly setup for the SLI integration module.

Please refer to the following Magento wiki document for further information on how file and folder permissions should be set:

[http://www.magentocommerce.com/wiki/1\\_-\\_installation\\_and\\_configuration/magento\\_filesystem\\_permissions](http://www.magentocommerce.com/wiki/1_-_installation_and_configuration/magento_filesystem_permissions)

## Feeds are not being produced although the extension is installed

In case the feed is showing as still being generated after a while, on the extensions Admin UI the following message continues to be shown:



If this is the case it is possible that feed creation stopped unexpectedly. Should this have happened then please send the feed generation log files to SLI. These can be found under:

`{root-dir}/var/log/sli`

In addition please also send the Magento system and exception log files. They are located here:

`{root-dir}/var/log/system.log`

`{root-dir}/var/log/exception.log`

If analysis of the log files doesn't reveal the source of the issue feed creation might have to be retried with an increased log level.

Re-enabling feed generation is described below.

### **LSC Version Number or Feed Generation status is shown incorrectly**

The version of Learning Search Connect is not correctly shown or the extension shows that the feed is still being created although feed creation as completed a while ago.

Clear all cache types and freshly reload the Learning Search Connect configuration page. Your environment might have multiple web servers that are load balanced. Ensure all web server instances are updated to the current version of LSC and share the {base-dir}/var folder.

### **Feed creation from the command line fails**

The error message might indicate that ../abstract.php couldn't be opened. This would indicate that you tried to execute the feed creation script from a location other than {base-dir}/shell/sli. Change to that directory before executing feed.php.

### **Permission error when generating feed from Admin UI**

If the following error message is seen:

*"Your role does not have permission for Manual Feed Generation, Please contact your system administrator."*

You will need to contact your system administrator for Magento, who will need to update permissions for your role using 'System >Permissions' in Magento Admin UI.

### **Operating Learning Search Connect in a load balanced Production Environment**

In a load balanced production environment there is typically a load balancer in front of a web farm. The web farm has multiple search nodes but only one active admin node. Only the admin node should run any cron jobs. In case manually triggering feed generation from the admin UI is not working reliably then a configuration has to be put in place that ensures requests for certain URLs are only executed by the admin node. A shared file system should be in use for the web farm to ensure that the Magento /var folder is shared amongst all nodes. Implementing and supporting your redundant Magento implementation is not the responsibility of SLI.

### **Re-enable Feed Generation**

In case feed generation failed, re-enabling feed generation might be tried. Before proceeding with this you should investigate the cause of the previous failure.

If the root cause cannot be found you might increase debug level to find more clues in the feed generation log files. To re-enable feed generation navigate to the feed folder {root-dir}/var/sli/feeds. Remove any lock files contained in this folder:

```
rm -rf *.lock
```

After refreshing or reloading the extension's configuration page in the Magento Admin UI, the "Generate Feed" button should now be active again for triggering of feed generation.

Should this not be the case then cached content should be deleted in the same fashion as this is described under the Installation section of the user guide. In case of non-standard caching methods you should deploy the alternative methods way of clearing any cached content.

